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S1	360691	(IT OR (INFORMATION (N) TECHNOLOGY)) (S) (SURVEY OR ASSESS- MENT OR QUESTIONNAIRE)
S2	35511	S1 AND SATISFACTION
S3	2143	S2 AND MATRIX
S4	663	S3 AND IMPROVEMENTS
S5	517	S4 AND FACTORS
S6	44	S5 AND MATURITY
S7	42	RD S6 (unique items)
S8	35	S7 NOT PY>2001
S9	15037	(INFORMATION (N) TECHNOLOGY) (S) (SURVEY OR ASSESSMENT OR - QUESTIONNAIRE)
S10	295	S9 AND SATISFACTION AND IMPROVEMENTS
S11	272	S9 AND MATRIX
S12	35	S10 AND MATRIX
S13	32	RD S12 (unique items)
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JS 317-05

Set	Items	Description
S1	360691	(IT OR (INFORMATION (N) TECHNOLOGY)) (S) (SURVEY OR ASSESS- MENT OR QUESTIONNAIRE)
S2	35511	S1 AND SATISFACTION
S3	2143	S2 AND MATRIX
S4	663	S3 AND IMPROVEMENTS
S5	517	S4 AND FACTORS
S6	44	S5 AND MATURITY
S7	42	RD S6 (unique items)
S8	35	S7 NOT PY>2001

J 3-17-05

Set	Items	Description
S1	974	TECHNOLOGY (S) MATURITY (S) MODEL
S2	42	TECHNOLOGY (2N) MATURITY (2N) MODEL
S3	22	RD S2 (unique items)
S4	13	S3 NOT PY>2001
S5	10	S4 AND (SURVEY OR ASSESS? OR QUESTION? OR MATRIX)
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8-17-05

T S5/3,K/ALL

5/3,K/1 (Item 1 from file: 15)
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02277149 86922634

Evolution from quality management to an integrative management system based on TQM and its impact on the profession of quality managers in industry

Mangelsdorf, Dietmar

TQM Magazine v11n6 PP: 419 1999

ISSN: 0954-478X JRNL CODE: TQM

WORD COUNT: 2409

...TEXT: as "Bootstrap" or "CMM" also have had some tradition in the software-process-level to assess and improve the rapid growing complexity in SW- technology . The charm of a maturity model on business management level for many companies is, to have an efficient tool to assess the real improvements in their change programs for the new approach in business management with its fabrics of soft and hard facts.

For this reason the regular self- assessment is driven by the business management itself, at the beginning not in order to win...

...as a management tool.

Experience shows that many, quite well organised companies start with self- assessment results of about 200 to 300 points and that it takes at least three years...

...an entrance level for an award application.

The adaptation and implementation of a regular self- assessment based on the quality award criteria is a real next evolutionary step from an ISO...

...a high-technical environment, it is very difficult for an external auditor to analyse and assess the real effectiveness and efficiency of the quality system practised in a complex company.

In...

...party) internal audit system in combination with the certifier's/registrar's (third party) own assessment activities.

The objectives are elimination of unnecessary audit duplication, use of the pool of company...

...and other activities for progress and results of interest for the customer. SMS integrates self- assessment activities based on a maturity model as well.

The aim is to enable a better...

...to provide quality in a broader sense.

In the SMS procedure, the certifier validates and assesses the supplier's declaration, participates in a regular management review and performs joint audit activities...implement an integrative management system, to push productivity, improvement and culture change programs and to assess and report successes, flops and failures; to support the shift into a holistic approach for...

5/3,K/2 (Item 2 from file: 15)

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01605955 02-56944

IT model balances old, new

Disher, Chris; Walters, Roger

Informationweek n674 PP: 11ER-12ER Mar 23, 1998

ISSN: 8750-6874 JRNL CODE: IWK

WORD COUNT: 1171

...TEXT: can help CIOs justify outsourcing decisions, staffing selections, and cost levels to their CEOs.

Carefully assess where each service fits within the service maturity model. Consider key non-technology-related factors, such as geography. A commodity service in the United States may be mainstream...

...of traditional human-resources programs. Hot skills are rarely addressed within the traditional corporate compensation matrix. To meet rising salary demands, managers promote staff with highly marketable skills. This leads to...

5/3,K/3 (Item 3 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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01266515 99-15911

Impact of competitive strategy and information technology maturity on firms' strategic response to globalization

Karimi, Jahangir; Gupta, Yash P; Somers, Toni M

Journal of Management Information Systems: JMIS v12n4 PP: 55-88 Spring 1996

ISSN: 0742-1222 JRNL CODE: JMI

WORD COUNT: 12655

...ABSTRACT: firms' strategic response to Europe 1992 and Canada-US Free Trade Agreements. According to a survey of 213 managers, it is found that competitive strategy, information technology maturity and size influence...

...TEXT: strategic response to Europe 1992 and Canada-U.S. Free Trade Agreements. According to a survey of 213 managers, this study finds that competitive strategy, information technology (IT) maturity and size...

...respective trading blocks are reexamining their investment plans in trading bloc member countries. A recent survey of 455 senior U.S. executives, for example, reported that, as a consequence of the... technology identification and investment, (2) technology learning and adaptation, (3) rationalization/management control, and (4) maturity/widespread technology transfer. This model suggests that (1) the challenge and goals of assimilating technology change through four stages; (2)...organizational factors that affect firms' behavior in response to new market environments. A recent 1992 survey on world business published in the Wall Street Journal [107] also confirms the effects of...available for identifying and measuring strategy variables: (1) investigator inference, (2) self-typing, (3) external assessment, and (4) objective indicators. This study used the self-typing approach, whereby IT managers assessed the strategies of their own firms using descriptions of the four strategies in the Miles...

...66, 100, 101]. The terms, "defender," "prospector," "analyzer," and "reactor," were not used in this questionnaire. Rather, each description was prefaced by a categorization of "type 1," "type 2," "type 3..."

...as benchmark variables for measuring progression of firms to maturity. In addition, based on the technology assimilation model [68], in the maturity phase the technology base is installed and integrated. As mentioned before, firms vary substantially in...The operational split used in this study was adopted from a 1992 Wall Street Journal survey [107] that indicated that firms with less than \$1 billion and/or fewer than 500 employees were less supportive of NAFTA.

The Sample

A FIELD STUDY USING A QUESTIONNAIRE WAS DEEMED APPROPRIATE TO COLLECT the necessary data from the IT managers. A five-point...

...response format, which ranged from 1 (strongly disagree) to 5 (strongly agree), was provided. The questionnaire was pretested and several changes recommended by a number of academics and practitioners were incorporated...

...instrument. Pretesting to identify construction defects was an integral component in the design of our questionnaire. Pilot tests of the questionnaire were conducted using financial services firms, drawn from the actual survey population, who were not included in the sample. They were asked to carefully scrutinize the survey and report any defects or inadequacies to the researchers conducting the study. In addition, the...

...departments, who understood the study's purpose and hypotheses to be tested, thoroughly examined the questionnaire in terms of whether it would achieve the objectives of the study. Finally, additional insight...

...provided by several IT practitioners from local firms who were solicited to help pretest the questionnaire. They were asked to give their general impression of the questionnaire, to comment on the adequacy of individual questions, and to identify problems that might otherwise be overlooked. The questionnaire (with an explanatory cover letter) was sent to 1,035 randomly selected IT managers in...

...There was little reason to suspect that IT managers who did not respond to the questionnaire perceived their firms very differently from those managers who did respond, since the mix of the respondents included all sectors within the financial services industry.

(Table Omitted)

(Table Omitted)

The survey provides the data on the sectors within the financial service industry representing their annual sales...in their current position about 7 years.

From the 213 financial institutions responding to the survey, the self-typing approach in identifying the competitive strategy of organizations yielded the following breakdown...

...aggressive posture.

Results and Discussion

THE DEPENDENT VARIABLE WAS CHANGE IN IT INVESTMENT. The principal question addressed by this study is:

QI. Can competitive strategy, IT maturity, and size discriminate a firm's change in IT investment in response to trade agreements? to the new questionnaire contained two questions that measured firms' strategic response to the new trade agreements:

Q1. Due to potential increase...

...in IT investment (G2). To accomplish these split-group comparisons, firms' responses to the two questions (Q1 and Q2) were first rank-ordered, then the upper and lower one-third of...alter the nature of international banking in the 1990s [2].

According to the 1992 Economist survey [102], "January 11 st 1993 is the new date set for the single banking market...N.C.; Kempster, J.H.; and Uretsky, M. Computer Based Information Systems for Management: A Survey . New York: National Association of Accountants, 1969.

21. Clemons, EK. MAC-Philadelphia national bank's...New York: The Free Press, 1985. 86. Premkumar, G., and King, W.R. An empirical assessment of information systems planning and the role of information systems in organizations. Journal of Management...

...E.; Belohlav, J.A.; and Fiedler, K.D. Assimilating new technology into the organization: an assessment of McFarlan and McKenney's model. MIS Quarterly, 11, 1 (March 1987), 47-57.

89...System planning in the information age. Sloan Management Review. 26 (1985), 3-11.

102. A survey of the European Community. The Economist. July 11, 1992.

103. Tavakolian, H. Linking the information technology structure with organizational competitive strategy: a survey . MIS Quarterly, 13, 3 (September 1989), 309-317.

104. Torkzadeh, G., and Xia, W. Managing...

...a member of DSI, POMS, and INFORMS.

Appendix: APPENDIX A

Now we would like to assess the Competitive Strategy of your organization.

Please circle one of the following types of competitive...

5/3,K/4 (Item 4 from file: 15)

DIALOG(R) File 15:ABI/Inform(R)

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01164558 98-13953

An environment of change has settled in
Steinhoff, Jeffrey C

Government Accountants Journal v44n4 PP: 20-25 Winter 1996

ISSN: 0883-1483 JRNL CODE: GAC

WORD COUNT: 3028

...TEXT: to identify "the" cause. We cannot shy away from causes that are more difficult to assess , such as corporate culture, which we all intuitively know may be the most important stumbling...things that do not follow the traditional ways of doing business? The answers to these questions are important.

Today, more than ever before, we must be able to clearly demonstrate the...

...will have to make a business case. Before making a recommendation, ask yourself this simple question : If it was your money, would you pay for this?

Thinking more creatively in framing...agency managers and auditors ensure strategic information management best practices are put to work. Other

assessment tools are available as well.

* GAO's Strategic Information Management Self- Assessment Toolkit, can guide agencies in improving their management practices to mitigate risks leading to poor...

...management, as part of a cooperative effort where management, and not the auditor, issues the assessment report.

* An Information Technology (IT) Investment Guide, which the federal Office of Management and Budget...

...and objective means of reducing the risk and maximizing the return associated with planned information technology investments.

* The Capability Maturity Model , developed in 1984 by the Software Engineering Institute at Carnegie Mellon University, can be used...

...preparing a guide for evaluating computer related controls in information systems, as a tool to assess the adequacy of computer security. Computer security, which some have called a new frontier in...

5/3,K/5 (Item 1 from file: 16)

DIALOG(R)File 16:Gale Group PROMT(R)

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08793300 Supplier Number: 76485926 (USE FORMAT 7 FOR FULLTEXT)

NIIT Becomes World's First Content Developer to be Assessed at SEI-CMM Level 5.

Business Wire, p2251

July 12, 2001

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 1039

NIIT Becomes World's First Content Developer to be Assessed at SEI-CMM Level 5.

... July 12, 2001

NIIT is now the first content developer in the world to be assessed at SEI-CMM Level 5, the highest maturity level as per the U.S.-based Software Engineering Institute's Capability Maturity Model (SEI-CMM).

This assessment for NIIT's Knowledge Solutions Business will help the company provide greater value to its...

...manage, control, and optimize content development projects with respect to people, processes, and technology, this assessment also highlights NIIT's constant endeavor toward customer satisfaction through continuous improvement.

Global Systems Technology (GST), U.S.-based assessors , who conducted this rigorous assessment , found NIIT's Knowledge Solutions Business (KSB) to be performing at SEI-CMM Level 5. A highlight of the assessment was that KSB went in for SEI-CMM Level 5 assessment without any intermediate level assessments .

NIIT KSB, earlier certified by BVQI, UK, for ISO 9001 under Tick-IT in 1993...

...the-art, comprehensive and fully customized knowledge solutions to customers like Ericsson, Microsoft and NETg.

" Assessment at SEI-CMM Level 5 for Knowledge Solutions is a step forward in our continuous...

...s largest learning content development facility, we are delighted to be the first to be assessed at SEI-CMM Level 5. This is an independent

assessment of our ability to deliver high quality content, on time, every time."

NIIT's President...

...Quality at NIIT integrates personal quality, individual excellence, innovation and software quality processes. KSB's assessment at SEI-CMM Level 5 is a reaffirmation of our quality commitment."

NIIT's Software Solutions Business was assessed at Level 5 in 1999, making it the 12th organization in the world attaining this quality benchmark. Paul Robertson, Principal, Global Systems Technology, who conducted the two-week-long assessment, lauded the process-based business approach of NIIT and the professionalism of NIIT employees.

About...

...States.

About SEI-CMM

SEI-CMM is a widely recognized and globally acclaimed framework for assessing and improving an organization's software development process. The key goal of SEI's five-level Capability Maturity Model (CMM) and SEI Assessment is to enable an organization to improve product quality, increase productivity, and reduce cycle time...

...ad hoc, labor-intensive activity to a discipline that is well managed and supported by technology.

SEI's Capability Maturity Model assists organizations in maturing their people, process, and technology assets to improve long-term business...

...solutions across the U.S., Europe, Japan and Asia Pacific.

Using SEI-CMM Level 5 assessed quality software development processes, NIIT's 2500 strong professionals work with complete life-cycle productivity...

...solutions.

NIIT featured among the 'Top 10 India's Leaders' by Far Eastern Economic Review Survey (January 2001) and was named Asia's 2nd best managed software company by EuroMoney.

NIIT...

5/3,K/6 (Item 2 from file: 16)

DIALOG(R) File 16:Gale Group PROMT(R)

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08198402 Supplier Number: 68877818 (USE FORMAT 7 FOR FULLTEXT)

Tanning Technology India Awarded SEI SW-CMM Level 3 Certification.

Business Wire, p0584

Jan 8, 2001

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 1160

... strategies from concept to reality, today announced that Tanning Technology India Private Limited has been assessed to be operating at Level 3 of the Software Engineering Institute's (SEI's) Software...

...activities carried out of its Development Center based at Hyderabad.

"The SW-CMM Level 3 assessment signifies a new global benchmark for Tanning in customer satisfaction, developer productivity, minimized defect levels...

...capabilities and processes, was led by the U.S.-based Global Systems Technology Inc. The assessment involved in-depth interviews of the company's key staff in the areas of solutions...

...goal to achieve. The SW-CMM is a widely recognized and globally

acclaimed framework for assessing and improving the software development process. SEI's five-level Capability Maturity Model and CBA-IPI assessment method enable an organization to improve product quality, increase productivity, and quicken time to profit...

...ad hoc, labor-intensive activity to a discipline that is well managed and supported by technology.

The SW-CMM (Capability Maturity Model for Software) was developed in 1986 by the Software Engineering Institute (SEI) located at Carnegie...

5/3,K/7 (Item 3 from file: 16)

DIALOG(R)File 16:Gale Group PROMT(R)

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06658004 Supplier Number: 55846457 (USE FORMAT 7 FOR FULLTEXT)

NIIT Receives Global Quality Recognition; Software Solutions Business Assessed at SEI-CMM Level 5.

PR Newswire, p2237

Sept 23, 1999

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 718

(USE FORMAT 7 FOR FULLTEXT)

NIIT Receives Global Quality Recognition; Software Solutions Business Assessed at SEI-CMM Level 5.

TEXT:

...software solutions major, NIIT Limited, now has the global quality recognition in the form of assessment at SEI-CMM Level 5. This makes NIIT one among the twelve organizations worldwide to be assessed at this level.

NIIT's software facilities were successfully assessed to be performing at the highest maturity level of five as per US-based Software Engineering Institute's Capability Maturity Model (SEI-CMM) in an assessment conducted by Global Systems Technology (GST).

The SEI-CMM is a widely recognized and globally acclaimed framework for assessing and improving the software development process. The key goal of the SEI's five level Capability Maturity Model (CMM) and SEI Assessments is to enable an organization to improve product quality, increase productivity and reduce cycle time for development.

This assessment signifies NIIT's capability to manage and control software development risks related to the project...

...IT challenges."

Richard F. Storch, principal, Global Systems Technology, who conducted the two week long assessment process at NIIT said, "I am extremely impressed by the NIIT's software professionals and...

...integration of the quality function is deeply ingrained into the entire process architecture."

NIIT was assessed at SEI-CMM Level 3 in July 1997. NIIT's software teams in a 'Declaration...

...process levels to the highest maturity level 5 by December 18, 1999. By being formally assessed at SEI-CMM Level 5 a full three months ahead of time shows the preparedness...

...ad hoc, labor-intensive activity to a discipline that is well managed and supported by technology. SEI's Capability Maturity Model assists organizations in maturing their people, process, and technology assets to improve long-term business...

...Engineering and Integrated Product Development.

About GST

Global System Technology, California, is an authorized lead assessment organization providing consultancy, training, process engineering and metric program development for clients in the US...

5/3,K/8 (Item 4 from file: 16)

DIALOG(R) File 16:Gale Group PROMT(R)

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06424247 Supplier Number: 54942597 (USE FORMAT 7 FOR FULLTEXT)

GA Information Systems Forms Strategic Alliance with Cognizant Technology Solutions.

Business Wire, p1356

June 21, 1999

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 759

... strengths in processes and quality. Cognizant is one of only 18 companies worldwide to be assessed at Level 4 of the Software Engineering Institute's Capability Maturity Model (SEI/CMM).

About Cognizant Technology Solutions

Cognizant Technology Solutions Corporation delivers high-quality, cost-effective, full life cycle solutions to...

5/3,K/9 (Item 5 from file: 16)

DIALOG(R) File 16:Gale Group PROMT(R)

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05909124 Supplier Number: 53129174 (USE FORMAT 7 FOR FULLTEXT)

Compaq Announces Powerful Technology Planning and Assessment Tool for Schools.

Business Wire, p1297

Oct 27, 1998

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 852

Compaq Announces Powerful Technology Planning and Assessment Tool for Schools.

... Corporation (NYSE:CPQ) today announced Compaq TechBuilder, a one-of-a-kind, technology planning and assessment tool designed to help K-12 schools get the most out of their technology investments...

...can best be used in teaching and learning.

Using Compaq TechBuilder, school administrators can effectively assess the use of educational technology in a single classroom, in a school or across an...

...administrators address a significant stumbling block they face when investing in educational technology - how to assess their technology use today and adequately plan for the future."

Enabling Effective Technology Use

Available...

...from schools nationwide, and provides administrators national comparisons and innovative practices to help them better assess their current success and provide new ideas for future growth.(2)

TechBuilder is based on the proven Technology Maturity Model - a model from the education technology experts at EAdmin Open Systems and used by more than 1,000 schools and districts nationwide(3). Because it employs this model, TechBuilder can be used to not only assess what

technology is in place in a single classroom, school, or district-wide, but also assess how it is used in day-to-day curricula and administrative activities, and how it...

...company's products and services address the full range of education requirements - including planning and assessment, complete technology solutions, funding and professional development. More information about Compaq in education may be...

...national implementations will not be available at launch in January, 1999. (2) Ibid (3) The Technology Maturity Model was developed over a ten-year period by Peter H.R. Sibley, who currently serves...

5/3,K/10 (Item 6 from file: 16)

DIALOG(R)File 16:Gale Group PROMT(R)

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05523934 Supplier Number: 48372451 (USE FORMAT 7 FOR FULLTEXT)

IT Model Balances Old, New -- Every IT product and service moves through
Walters, Roger; Disher, Chris
InformationWeek, p8

March 23, 1998

Language: English Record Type: Fulltext

Document Type: Magazine/Journal; Tabloid; General Trade

Word Count: 1143

... can help CIOs justify outsourcing decisions, staffing selections, and cost levels to their CEOs.

Carefully assess where each service fits within the service maturity model. Consider key non-technology-related factors, such as geography. A commodity service in the United States may be mainstream in...

...of traditional human-resources programs. Hot skills are rarely addressed within the traditional corporate compensation matrix. To meet rising salary demands, managers promote staff with highly marketable skills. This leads to future...

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